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PATENT
10/015,380
Assoc P/A

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : Before the Examiner:
Michael W. Brown et. al. :
Serial No.: 10/015,380 : Group Art Unit:2645
Filed: 12/12/2001 : Intellectual Property
Title: Managing Caller Profiles : International Business
Across Multiple Hold Queues According : Machines Corporation
To Authenticated Caller Identifiers : 11400 Burnet Road
: Austin, Texas 78758

August 8, 2003

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on August 8, 2003.

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Signature Date

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Commissioner of Patents
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Sir:

I hereby appoint Amy Pattillo, Reg. No. 46,983 as associate attorney to prosecute the above-identified application and transact business in the U. S. Patent and Trademark Office connected herewith.

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Respectfully submitted,



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